

After Action Review for the New England District Wall-to-Wall Inventory 19-22 June 2007

Background: In order to establish the baseline for IM/IT equipment to be supported by the Army Corps of Engineers Information Technology (ACE-IT) Field Activity, a Wall-to-Wall (W2W) inventory is scheduled to be conducted Corps-wide. To prepare for that initiative and to test the proposed processes, a pilot inventory was accomplished at the New England District 19-22 June 2007. The local Regional Information Officer (RIO) for that site, worked with Lockwood Technology Corporation, the inventory contractor, to complete the inventory. On 21 June, an After Action Review (AAR) was held to determine the lessons learned from the event.

General Review: At the time of the AAR, the inventory had been completed and the “data cleansing” was underway to catch missed info and correct any obvious data misspellings or other errors. The lessons learned from this pilot may be categorized into two groups: Communication and Process.

Communication.

Good communication was emphasized by both parties as being the key to the inventory success. Tim provided the following tips:

1. Leadership support is most important. Ensure that not only the commanders, but the senior staff members at the divisions/districts/centers/labs are informed.
2. Notify site personnel of the upcoming inventory. This will ensure more equipment is available to inventory. It will also minimize the hesitance that some people may feel about another person entering his/her cubicle or office.
3. To assist in effective communication and the flow of the inventory, solicit an appointed POC for each office within the primary site (in addition to the field office POCs). For example, a delegated POC for Engineering Division, Programs and Project Management, etc. can assist in guiding the inventory quickly and more accurately.
4. The names of the inventory team coming to a specific site should be provided the week prior to the inventory. Provide that information to site security or the appropriate office as quickly as possible to ensure smooth entry by the team. If there are unique access requirements for a site, promptly provide that information to Teresa Russell-Sabens (see below).
5. Note: The Site In-Brief and Out-Brief with the Commander by the RIO or RIO delegate is required by the CIO, Mr. Wil Berrios.

Processes.

The following comments/recommendations regarding the inventory process were provided:

1. Get rid of (excess) equipment that is not being used! This will minimize the time and effort of the inventory. That said, if equipment is found just lying around, it will be counted unless the POC can provide documentation to show that the equipment is in the process of actually being excessed (i.e., waiting to be picked up by Logistics Management). Start excessing now!

2. Do not stock-pile or hide “spare” equipment. If it is not counted, it will not be refreshed and will consequently, not be allowed to connect to the Corps network. Clean out the cabinets and closets. If the equipment is being used, have it ready to be inventoried. Otherwise, consider excessing it.

3. For those on TDY or leave at the time of the inventory or for those that telework: If the equipment is not on-site, it will not be counted by the contractor. Consequently, the information will have to be entered by site personnel into a web form. Once the equipment information has been entered and reviewed by Lockwood, the ACE-IT asset tags will be provided to the site for placement. Unused asset tags will NOT be left at the site at the end of the inventory.

4. Have someone available to identify equipment that is not readily recognizable...think old or specialized equipment.

5. When a serial number cannot be found on an item or if it is illegible, the inventory staff will enter the number of the new ACE-IT asset tag as the serial number.

6. A listing of counted equipment will not be provided to the RIO or Site Representative at the time of the inventory completion. However, a database will be made available for access by the site not long after the inventory completion.

7. Lockwood can provide a reconciliation report of the counted equipment versus the “referenced” data (the data used by the site to keep track of the site property, i.e., APPMS). The referenced data will have to be in comma-delimited, MS Access format. The reconciliation report will only be as useful as the referenced data allows.

8. For clarification, the “model name” being used in identifying the equipment is the manufacturer’s model name.

9. Access to secure rooms will be determined at the site in conjunction with the responsible manager. Conduct that coordination prior to Lockwood’s arrival. In NAE’s case, the inventory team member was allowed to be escorted through the room to inventory and tag the equipment. Lockwood is aware that there will be areas of “no access.” In those cases, the site personnel will enter the data via the web form and tags will be provided for attachment after the web data has been reviewed.

10. If there are personnel from another district, division, etc. on-site during the time of the inventory, it is acceptable for the “foreign” equipment to be counted as long

as the correct location is documented in the data. NAE had an emergency operations training being conducted with people from several Corps sites in attendance. The equipment was counted, but the home district was noted in the count.

11. Lockwood is committed to staying at a site until the inventory is completed. They will try to adhere as much as possible to the schedule, but will not leave the inventory incomplete (other than those items that will be entered via the web form). Conversely, if they find that they are ahead of schedule, they will notify Teresa Russell-Sabens. She will contact the upcoming scheduled sites to see if Lockwood can come on-site early.

12. It is adequate to Lockwood if the “secure room” (for their equipment storage and data downloading) and the “at risk” room (as identified in the W2W Guidance) are the same room. In NAE’s case, the “at risk” room was not utilized at all.